



IN THE U.S. PATENT AND TRADEMARK OFFICE

Inventor(s): Wijaya et al.

Serial No.: 09/750,385

Filed: December 27, 2000

Title: Technique for implementing item substitution for unavailable items
relating to a customer order

Atty Docket: WVANP013

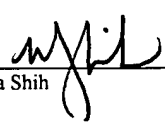
Group Art Unit: 3627

Examiner: Thein, Maria Teresa T.

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the U.S. Postal Service with sufficient postage as first-class mail on December 28, 2004 in an envelope addressed to the Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450.

Signed:



Maria Shih

AMENDMENT B

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated October 8, 2004, please enter the followings amendments and consider the following remarks.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 11 of this paper.